

<b>Category: General</b>	
<b>Title:</b> <b>Food Policy</b>	<b>Reference Number: AL_300</b>
<b>Approved by:</b> <b>PHSA Senior Executive Team</b>	<b>Last Approved: November 22, 2010</b> <b>Last Reviewed: November 22, 2010</b>

## 1. Introduction

Food is an intimate and integral part of people's lives and the way PHSA provides food to the patient, family, visitor and staff populations can effectively promote health and wellness. PHSA serves a diverse and complex population of patients and other people including visitors and staff. Our patient's nutritional needs are served by our clinical experts of physicians and dietitians. Through the implementation of this Food Policy PHSA will promote healthy food choices as being the easy choice and provide leadership and model best practices in the market place. PHSA complies with all national and provincial food standards, Acts, Regulations and guidelines including the Food Safety Act, Public Health Act and Food Premises Regulation<sup>1</sup>. In designing a comprehensive food policy, evidence based materials such as the Canada's Food Guide and other federal and provincial regulation and directives will be utilized. We will monitor global food research to continuously seek opportunities to improve our food services to ensure food offered is nutritious, safe and secure, and sustainable.

## 2. Purpose

To provide and maintain up to date specifications and guidelines for PHSA patient and retail food services that promotes healthy food choices as being the easy choice for our patients, visitors, family members and staff.

To promote and support nutrition education on healthy food choices to our patients, visitors, family and staff who visits PHSA.

To demonstrate and model food services that employ sustainable practices.

## 3. Vision, mission, values<sup>2</sup>

PHSA seek to create Province-wide Solutions for better Health. Flowing from this vision, PHSA's mission is to improve the well being of public and population health, set standards to improve health outcomes and deliver safe, effective and efficient quality health care services.

PHSA is committed to having food service contribute to better nutrition, health and satisfaction for patients, staff and their families. PHSA will continually seek to deliver the best value of our food services at optimal cost to taxpayers. PHSA will strive to achieve sustainable food practices, incorporating a balance of ecological, societal, and economic considerations into transparent decision-making processes. PHSA will measure and regularly report financial, nutritional and

<sup>1</sup> Pertinent references for standards, legislation and regulation are listed in Appendix 8.

<sup>3</sup> Please refer to <http://www.phsa.ca/WhoWeAre/Vision> for the full details

satisfaction results of our food services. PHSA will monitor research and operations for opportunities to incorporate new knowledge and model evidence based best practices, and will lead and share innovative thinking to promote province-wide and system-wide improvements.

#### 4. Food Policy Principles

The overarching principle is to make the healthy choice the easy choice but will also include restricting less healthy options in keeping with government guidelines. PHSA Food Policy is applicable to both patient and retail food services and will be guided by the following principles which flow and align with our Vision, Mission and Values:

- Appropriate to need – PHSA will ensure the food, diet modification and style of food service delivery provided will be appropriate to the needs of our patients and which will take into account the nature and stage of illness, and other conditions that impact a patient’s ability to eat<sup>3</sup>;
- Nutritious, healthy & sufficient – PHSA will promote the design of food options to provide sufficient quantities of food which are nutritious, taste good and promote healthy choices as being the easy choice for the PHSA population;
- Safe - PHSA will ensure the preparation, handling and storage of food is done safely to prevent food borne illness and complies with all government legislative and regulatory requirements;
- Secure – PHSA will provide sufficient, safe and nutritious food that meets dietary needs and is culturally and personally acceptable to maintain a healthy and active life<sup>4</sup>;
- Sustainable - PHSA will seek to minimize the impact on ecosystems by encouraging buying food items ethically and from local sources, to minimize packaging and waste, to recycle and compost, and to support the use of re-useable food related products, and to conserve resources<sup>5</sup>;
- Education – PHSA will actively support provision and access for patients and their families, visitors and staff to sound information about food as it relates to their general and supportive health such as supplemental nutrition and breast feeding, disease condition and stage of illness. PHSA will also ensure caregiver staff to maintain and improve their food service qualifications such as safe food handling certification as well as allergy and choking emergency response training.
- As part of our education we will also aim to provide the calorie content of packaged and prepared foods.
- External collaboration – PHSA will share this food policy and related materials with other Health Authorities and interested professional groups, and will invite recipients to collaborate with comment and suggestion for enhancement and improvement; and,
- Surveillance and promotion – PHSA will comply with all regulatory requirements to report food borne illnesses.

#### 5. Policy Scope

PHSA provides a diverse and complex array of food services to different patient populations, to families and visitors, to staff in different agencies and throughout the majority of each day. Patient facilities directly operated by or through PHSA include the Oak Street campus of BC Children’s Hospital and BC Women’s Hospital and Health Centre and the Slokan Street campus of the Sunny Hill Health Centre for Children (C&W), BC Cancer Agency (Vancouver Centre and Abbotsford Regional Hospital and Cancer Centres), and Riverview Hospital and Forensic Psychiatric Hospital. Research, education and ambulatory programs operate at these facilities as well as others such as

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<sup>3</sup> Please refer to Dietitian of Canada’s *Where We Stand on Healthy Eating and Active Living* at [www.dietitians.ca](http://www.dietitians.ca)

<sup>4</sup> Please refer to [www.fao.org](http://www.fao.org)

<sup>5</sup> Refer to PHSA Policy for Sustainability

the BC Center for Disease Control, BC Cancer Research Centre and the Ambulatory Care facilities on BC Cancer Agency Centres across the province.

The scope includes services directly provided at a PHSA facility and services provided for PHSA programs operated across the province that require therapeutic food services:

- Acute Patient services - food is primarily provided by a room based tray service model although some programs offer a dining room bulk food format; some types of patients require special diets and/or have nutritional requirements which are reflected in menus designed specifically for these needs. The menu offers selection and meets the 2007 Canada Food Guide. "Acute Patient" is defined to include all tertiary pediatric, adolescent and adult patients, out-patient and ambulatory care patients, and other patient programs.
- Retail services – are available for the benefit of families, visitors, and staff and range from cafeteria, vending machines, coffee bars, Foundation sponsored vendor sales, volunteer services sales, brand name kiosks and vending machines located in various locations of the agency facilities. The broader scope may include catered foods, fundraising, events and patient or staff special/seasonal events.
- Contract and in-house services – PHSA has contracted patient and retail food services at C&W including Sunny Hill and BC Cancer Agency (Vancouver Centre and Abbotsford Centre). PHSA also has retail kiosks located at the BC Centre for Disease Control and BC Cancer Research Centre. PHSA has in-house operated patient and retail food services at Riverview Hospital and Forensic Psychiatric Hospital.

## **6. Policy Operation and Implementation**

This section describes how the PHSA Food Policy operates and changes are implemented over time.

- Glossary of key terms (Appendix 1) is provided to enhance clarity of the PHSA Food Policy intent where necessary in food service contracts.
- Standards and Specifications (Appendix 2) – standards, which comply with the vision, mission, values and principles, will be created and/or regularly reviewed for all patient populations which require specific nutrition and service requirements. These standards will be reflected in menus designed for the specific patient populations and will significantly influence the retail contract standards and specifications.
- Clinical patient services (Appendices 3 and 4) – menus for patients by type and need will be established and reviewed regularly by clinical professionals. The basis for patient food will be drawn from research and evidence of best practice.
- Retail operations (Appendix 5) – will provide and promote healthy food choices as being the easy choice. Where applicable, food item labels should include nutrition and nutrient information. Vendors will strive to minimize packaging, promote use of recycled materials and operate using sustainable practices.
- Food Safety (Appendix 6) – will ensure compliance with applicable Provincial and Federal regulations and standards for the safe handling of all food within PHSA managed facilities.
- Retail operations implementation strategies (Appendix 5 to 10) – preferential pricing for healthy/healthier foods, appropriate product placement, portioning, nutrition information/labeling, promotion and marketing programs will be encouraged as a basis for retail vendor evaluation and selection.
- Measurement and performance reporting (Appendix 2 and 11) – key measures of performance will be determined, data gathered and reported. Performance will include quantitative and qualitative indicators such as financial, operational, satisfaction and sustainable measures.

- Internal and External Alignment (Appendix 12) – PHSA will have a direct link to Environmental Health and Population Health for their role in the continuum of care and framework development and will select contract vendors who demonstrate commitment and are aligned with PHSA's vision, mission, values, and principles. PHSA will actively participate with other Health Authorities in Provincial Food Technical Team and other initiatives as appropriate.
- New Facilities – planning for new food services facilities or those undergoing major renovation will consider and incorporate PHSA Food Policy considerations.
- Food Policy Advisory Group (Appendix 12) – PHSA will establish a Standing Committee of health professionals, and other key stakeholders such as supply chain and population health (Terms of Reference appended). Others may be asked to review and/or provide input, and this may include vendors/operators, Government, other Health Organizations, PHSA Foundations, and PHSA Volunteers. Recommendations for changes will be made through the Corporate Director, Alternative Service Delivery, to the responsible Senior Executive Sponsor.

Policy Created on: October 8, 2010  
Revision Dates:

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## APPENDIX H – PHSA FOOD POLICY APPENDICES – V14

- 1) Glossary of Terms – listed below
- 2) Standards, Specifications and Definition of Key Terms – supplied as specifications in the RFP
- 3) Clinical Menu Standards – supplied as specifications in the RFP
- 4) Clinical Specifications of Diet Modifications – supplied as specifications in the RFP
- 5) Retail Contract Scope – included in Retail Food Service RFP
- 6) Food Safety
  - a) Food Safety Act <http://www.bclaws.ca/>
  - b) Public Health Act, Food Premises Regulation <http://www.bclaws.ca/>
- 7) Food Security Model Core Program for Public Health  
<http://www.phsa.ca/NR/rdonlyres/2DCEC17F-0B9C-4C4F-AF31-0CE7039814A5/0/200607GapAnalysisandImprovementPlan.pdf>
- 8) Community Food Action Initiative  
[http://food.cimnet.ca/cim/dbf/CommunityFoodActionInitiativeProposalJune05.pdf?im\\_id=190&si\\_id=43](http://food.cimnet.ca/cim/dbf/CommunityFoodActionInitiativeProposalJune05.pdf?im_id=190&si_id=43)
- 9) Healthy Food Pledge created by Health Care without Harm  
[http://www.noharm.org/us\\_canada/issues/food/pledge.php](http://www.noharm.org/us_canada/issues/food/pledge.php)
- 10) PHSA Sustainability Policy (**under development**)
- 11) Food and Food Services Key Performance Indicator – supplied as attachment in RFP
- 12) Food Advisory ‘Terms of Reference’ – listed below

### Glossary of Key Terms

- 1.1 Healthy Eating: Healthy Eating can best defined by *Eating Well with Canada’s Food Guide*. Released in 2007, *Eating Well with Canada’s Food Guide* is a key nutrition policy vehicle resulting from extensive work to develop age and gender specific food patterns and provide guidance on not only the amount but also the quality food choice for better health and a healthy body weight. Advice on the quantity of food is given for men, women, teens and children. The quality of food choices includes information on the type of fat (limiting saturated and trans fats, including fats and oils that contribute essential fatty acids), the total energy content of foods chosen by limiting foods and beverages that are higher in calories, fat or sugar and limiting those foods that are higher in sodium. “Healthy/healthier” also refers to the broader context of food served in the appropriate number and size of servings as outlined in Canada’s Food Guide <sup>[1]</sup> and in an atmosphere conducive to promotion of good eating habits and positive attitudes towards food.
- 1.2 Food and Nutrition Labeling: Food and Nutrition labeling is a practical tool that helps Canadians make informed food choices. The nutrition information on food labels helps consumers compare products more easily, determine the nutritional value of foods so consumers can increase or decrease the amount of food you eat of a particular nutrient. The regulations, mandatory since December 2007, stipulate the requirements for three different types of nutrition information on food labels.
  - 1.2.1 Nutrition Facts table: the regulations make the Nutrition Facts table mandatory on prepackaged foods with some exemptions. The Nutrition Facts table has a consistent format and provides information on calories and 13 nutrients: fat,

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<sup>[1]</sup> Please refer to <http://hc-sc.gc.ca/fn-an/food-guide-aliment/index-eng.php>

- saturated fat, trans fat, cholesterol, sodium, carbohydrate, fibre, sugars, protein, vitamin A, vitamin C, calcium and iron.
- 1.2.2 Nutrient content claims: the regulations update the past requirements for nutrient content claims (e.g., low in saturated fat, low sodium) based on current science and also introduce new claims (e.g., free of trans fat).
  - 1.2.3 Diet-related health claims: the regulations permit four claims for foods that are suitable for diets that reduce risk of high blood pressure, heart disease, some types of cancer, and osteoporosis.
- 1.3 Food Safe handling: Food safety is a concern shared by consumers, industry and governments. In many cases food borne illnesses occur as a result of improper food handling and preparation. Food safety may include but not limited to
- 1.3.1 the provision of safe food to vulnerable populations
  - 1.3.2 health protection
  - 1.3.3 safe food handling that is in compliance with all government legislative and regulatory requirements is mandatory for all food service establishments.
  - 1.3.4 safe food handling audits that provides independent, systematic and evidence based assessments that includes an integrated system of receiving, storage, preparation, and holding of consumable foods
  - 1.3.5 allergy and choking protocols for adults in care and/or children in child care facilities
  - 1.3.6 surveillance and promotion to report food borne illnesses
- 1.4 Sustainability: Minimizing the pollution of air, water, and soil through our food service operations, buying, contracting, and waste management. It also means reducing all food related Greenhouse Gas emissions and protecting biodiversity. It means contributing to the protection of PHSA's environmental life support systems. In this Policy, sustainability initiatives may include but not limited to:
- 1.4.1 Support recommendations as presented in "Health Care Without Harm" statement. PHSA will encourage buying food items from local sources and buy food which is produced without synthetic pesticides and hormones or antibiotics given to animals in the absence of diagnosed disease , to minimize packaging and waste, to recycle and compost, and to support the use of re-useable food related products.
  - 1.4.2 Enhance ecosystems in PHSA food related services such as integrated waste management system
  - 1.4.3 Model best practices to conserve resources and reduce waste -- This includes developing methods to minimize the energy, water, and material intensity of healthcare food-related activities;
  - 1.4.4 Accountability -- food related services to provide information, reporting and trending systems in support of a sustainable environment
  - 1.4.5 Ethical and environmental food purchasing – promote local and sustainable procurement practices and procedures
- 1.5 Specifications – patient food and service specifications are determined by clinical professionals for individual patients utilizing the food policy. Retail food and service specifications, which also comply with the Food Policy, will be regularly reviewed. These specifications will apply to all operational aspects of contracted and leased retail services and will be incorporated into vendor agreements when contracts are reviewed or renewed. Preferential pricing for healthy/healthier foods, appropriate product placement, portioning, nutrition information/labeling, promotion and marketing programs will be encouraged and will be a component of vendor evaluation and selection.
- 1.6 Measurement and performance reporting – key measures of performance including but not limited to annual goal and objective targets will be determined, data gathered and

reported. Performance will include quantitative and qualitative indicators such as financial, operational, satisfaction and sustainability measures.

- 1.7 Food Policy Advisory Committee - The key purpose of this Committee is to create a cross section of participants drawn from different backgrounds, agencies and sites who will have knowledge of/interest in food and represent the diverse programs and needs of PHSA population. They will meet biannually to review Terms of Reference and discuss whether Food Policy needs to be modified and to review operational performance.

### **PHSA Food Policy Advisory Committee Terms of Reference**

**NAME:** PHSA Food Policy Advisory Committee

**AUTHORITY:** The Advisory Committee reports to the Executive Director, Lower Mainland Business Initiatives and Support Services. The Advisory Committee provides input and suggestions to the food policy. The food policy itself is approved by the Executive Leadership Council of PHSA and they will make appropriate provisions for budget requirements as required to implement the policy.

**OBJECTIVES:** To assist in developing and maintaining a policy framework to guide the PHSA agencies food services and programs with policies that reflect current legislation and regulation, and provide a role model of best practices in the areas of patient and client nutrition, healthy eating choices, food security, climate friendly, and, ecologically, socially and economically sustainable practices. The food policy will require executive management discussion and approval.

**MEMBERSHIP:** The Senior Director, Contract & Operational Services will chair the Advisory Committee.

The members of the Advisory Committee members will be drawn from different programs and sites, clinical and non-clinical practices, and from within and beyond PHSA. Membership will specifically include physicians, dietitians, nurses, environmental health, health promotion, sustainability and other experts.

In addition to direct members, others from within PHSA, from other Health Authorities and Government will be periodically invited to provide input, particularly with regard to new opportunities, trends, clinical research and regulatory changes that impact food services.

A further group of interested parties will also be invited to review the policy. These parties may include service contractors, volunteer and auxiliary groups, foundation and others.

**MEETING SCHEDULE:** The Advisory Committee will meet regularly to establish policy and to review policy effectiveness at least annually (suggested to meet in the fall) at the call of the chair to review the food policy and to identify potential enhancements and changes required by new legislation and regulation. Additional meetings may be necessary by circumstances such as a food borne illness outbreak, contractual changes and other reasons.

An appropriate record of meeting discussion and actions will be kept. Feedback to members of executive decisions will be provided.